

Welcome to the
COMMUNITY
ACCESS PROGRAM

Bienvenue au
PROGRAMME
D'ACCÈS COMMUNAUTAIRE



YOUTH HANDBOOK

For “NEW” Youth Workers in the
CAP Youth Initiative



Developed by Chantelle Dooley for the OLA
Available at YouthOntario.net < <http://www.youthontario.net> >

Table of Contents

Introduction	2
Learning the Ropes	3
Orientation Session	
Familiarize Yourself with the CAP Centre	
Learn All You Can About CAP-YI	
Youth Worker "Step-by-Step" Guide	4
Step One: Understand Your Role in the CAP Program	
Step Two: Set Objectives for Your CAP Session	
Step Three: Develop Your Courses and Lesson Plans	
Step Four: Advertise Your Program and Services	
Step Five: Register Your Students	
Step Six: Conduct Training Sessions	
Step Seven: Assess As You Go	
Step Eight: Keep Track of Everything!	
Step Nine: Perform Your Other CAP Duties	
Step Ten: Don't Neglect Your Industry Canada CAP Responsibilities	
The Least You Need to Know	7



Introduction

The Community Access Program, otherwise known as CAP, is a Government of Canada initiative, administered by Industry Canada, that aims to provide Canadians with affordable public access to the Internet and the skills they need to use it effectively.

The Community Access Program (CAP) provides funds and resources to public locations to purchase computers as well as other electronic equipment and services, such as Internet access so that the public has affordable (and oftentimes free) access to the Internet and the World Wide Web.

(Source: [Industry Canada CAP website](#))

Starting in 1994, Industry Canada officially started the CAP program and began receiving applications from libraries, municipal offices and schools for funding to purchase computers and computer equipments for their places of business to set up CAP CENTRES. All of the places where you work have applied for funding and many of the computers in your library/Centre have been funded by Industry Canada.

In order to make better use of these computers, Industry Canada initiated the Community Access Program - Youth Initiative. These CAP Centres could apply for funding to hire Youth Workers to come and work in their Centres to train the public in computer and Internet use and technology.

You are one of these Youth Workers!!

This is how it works:

Your CAP Centre recently applied for funding to hire one to several Youth Workers. They sent their application to the Ontario Library Association (OLA). The Ontario Library Association manages the CAP Youth Initiative for Industry Canada in the province of Ontario. The OLA approved the contract (on behalf of Industry Canada) and your supervisor was given the go ahead to hire workers.

When your supervisor pays you for your work (you should be receiving at least \$8.50/hour), they send in an invoice to the OLA and they are **reimbursed for your salary**. Or, in other words, your salary is funded by Industry Canada.

Now to help the Ontario Library Association manage the CAP Youth Initiative program, it hires a group of regional coordinators to manage the program at the Youth Worker level. Since Industry Canada is distributing a large amount of funding to CAP Centres it wants to ensure that it is being used in accordance with program policy. Your regional coordinator will contact you shortly after you are hired. If you do not hear from your regional coordinator, ask your CAP Centre Administrator for the Regional Coordinator's contact information.

For more information on the CAP – Youth Initiative please visit your regional website. You are also invited to visit YouthOntario.net at www.youthontario.net. On this website you will be able to access a description of the CAP Program, detailed summaries of your new responsibilities, train-the-trainer articles to help you develop fabulous training programs, and more...

Be sure to visit YouthOntario's [Download Centre](#) to download your copy of the CAP Manual, Print Pack and CyberCamp Handbook.

Learning the Ropes

Your term as a CAP Youth Worker will provide you with many opportunities to improve your skills. Industry Canada encourages its Youth Workers to be creative when developing training programs for their CAP Centres. As Industry Canada writes in its CyberCamp handbook: *"The sky is the limit...allow creativity to be your primary guide!"*

Before you begin working as a CAP Youth Worker, you will need to become familiar with both your CAP Centre and the CAP-Youth Initiative program. You will need to attend an Orientation/Training session, familiarize yourself with the CAP Centre(s) where you will be working, and learn all that you can about the CAP-YI program.

Orientation Session

The first thing you should do after you've been hired at your CAP Centre is attend a training/orientation session with your CAP Site Administrator (Supervisor). Your administrator should let you know what is expected of you. As a CAP Youth Worker, you will probably have three main responsibilities:

1. Train the public how to use the Internet and other computer applications
2. Maintain the computers in the CAP Centre
3. Design and/or maintain a CAP Centre website

Each CAP Centre is different and your CAP Site may not expect you to perform all of the above tasks. It is important to attend the orientation session so that you know exactly what your Administrator expects from you. If after the orientation session, you are still unclear about your responsibilities ask your Administrator to draft a five-point priority list detailing your top five tasks/responsibilities. You can also ask them what they would like to see happen in the CAP Centre during the current CAP session.

Familiarize Yourself with the CAP Centre

You should spend anywhere from one to five days in training at your new CAP Centre(s), depending on the size of the site(s) and the scope of your involvement in the program. Practice using all of the computers, troubleshoot for problems, read past Youth Workers' training flyers, posters, manuals, etc. Become familiar with the CAP Centre's policies and procedures, especially any rules of conduct and public access policies that the Library Board has approved.

Learn All You Can About CAP-YI

Visit your regional website (www.youthontario.net) to read all the details of the CAP-YI program and your job responsibilities. In addition to visiting your regional website you should be in contact with your regional coordinator. If your Regional Coordinator has not contacted you ask your Site Administrator for your Regional Coordinator's email address.

Youth Worker “Step-by-Step” Guide

A Youth Worker has many responsibilities in his or her new role at the CAP Centre. Training the public on computer and Internet applications will probably be only a one of many roles you perform on a daily basis. The steps below have been outlined for you so that you can see what “a day in the life” of a Youth Worker may be like, so to speak.

STEP ONE: Understand Your Role in the Program

Industry Canada has outlined specific roles and activities that it would like Youth Workers around the nation to perform. Each year it sets a list of priorities. These priorities are relatively similar from year to year:

- Delivering Internet training sessions
- Researching and developing websites
- Assisting community members to develop their own web pages
- Promoting the awareness of e-commerce to local small businesses
- Assisting with network troubleshooting and maintaining hardware and software applications within the CAP Centre

For a more detailed list of this year’s CAP priorities [View & Print the OLA's Official CAP 2006 Priorities](#). This list of priorities may seem overwhelming. I would not worry about it too much. If possible, try to include some of the priorities in your training program; otherwise, focus on the five priorities listed above.

For more details on the roles of everyone in the CAP-YI Program, visit the [Program Details pages of the YouthOntario.net website](#) or [download your CAP Manual](#).

STEP TWO: Set Objectives for Your CAP Session

Setting objectives is the initial planning phase of your program. Will you only offer one-on-one training? Will you hold one or several CyberCamps? Will you offer training for adults, seniors, teens and/or children? Besides training, will you be working on any other projects? Will you be developing a website or web pages? Will you be designing flyers, pamphlets, manuals, bookmarks or brochures for your CAP Centre? Which of the 2006 Priorities will you be incorporating into your training program?

Ask yourself these questions and use the answers to draft an outline of your program. From your outline develop a training schedule and project deadlines.

STEP THREE: Develop Your Courses and Lesson Plans

Once you have decided on the kind of training you would like to provide, it is time to develop the actual sessions and/or courses you will offer. You will need to develop outlines and lesson plans for each lesson you will give. Some of these you can do ahead of time; some will need to be tailored to each student so you should develop each of these lesson plans individually prior to each session.

For instance, if you are offering a CyberCamp on November 30th entitled “Shopping Online for the Holidays” you will be able to develop this course ahead of time. Decide how long it will be, which specific topics you will discuss and which websites you will visit as a group. You should also decide

what information you would like to include in handouts and then design them. This small CyberCamp will take a few to several hours to plan and design. It is important that you begin planning for the workshop far in advance.

Program and course development will require some planning and project management skills. For tips on how to develop your program, visit the [Train-the-Trainer pages](#) on [YouthOntario.net](#).

STEP FOUR: Advertise Your Program and Services

If you want anyone to sign up for your training sessions, you will need to advertise and market your program. The Ontario Library Association (OLA) has developed a great guide entitled: Advertise Your CAP Centre. You can find the article on [YouthOntario.net](#) or on the OLA's CAPSTATS website: http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=y_advertise

Find tips for the following advertising techniques:

SOURCE: http://capstats.ocl.net/cgi-bin/serve_page.cgi?page=resource&item=y_advertise

- Posters
- Brochures and Handouts
- Newspaper
- Public Service Announcements
- Hosting a Grand Opening or Open House Event
- Participating in Community Events
- Personal visits to local businesses and community groups

STEP FIVE: Register Your Students

This part of the program can often be overlooked, creating an environment of disorganization and confusion. You will need to set up a procedure for administrative tasks, student registration in particular. Will students just write their names up on a poster? Will they need to call the instructor for a quick telephone assessment? Should they talk to a Librarian? Or should they call the library administrative number and wait for the course instructor to return their calls? Discuss this with your administrator so that you have a good administrative system in place before potential students start calling. To help stay organized, keep a good up-to-date agenda with student records and contact information. And, if possible, try and assess the needs of the student before your first training session. If you know someone is coming in for one-on-one training, call them beforehand to get a "feel" of where they are at and what they would like to accomplish with the training. Ask them questions like:

-
- Have you ever used a computer before?
 - Is there a specific program that you would like to learn how to use?
 - What would you like to be able after you've finished your training?
 - How much time are you willing to put in?
 - Do you find using computers frustrating?
-

STEP SIX: Conduct Training Sessions

After you have developed an outline for your training program, advertised it throughout the community and registered your first students, you will need to start your training schedule. Although this is what you were hired to do, you may find certain aspects of training difficult. To help you develop all the skills necessary to be an effective trainer of adults, YouthOntario.net has created a [Train-the-Trainer section](#) with articles on all aspects of training, from lesson plan creation and styles of learning to personal reflection and dealing with difficult students. [Check it out!!](#)

STEP SEVEN: Assess As You Go

Once you begin your training program, you will need to perform many assessments as you go. You should assess the training program itself (Is it meeting the needs of the community?); you should assess each individual student's progress (Is he or she learning the material? Does the student have specific problem areas that need to be monitored?); and last but not least, you should assess your own performance (Are you giving the students enough time to learn the material? Are you communicating effectively? Speaking too quickly or too quietly?).

[Visit YouthOntario.net's Train-the-Trainer section for help with evaluation and assessment as well as tips for being a good "reflective" instructor.](#)

Download a copy of a Course Evaluation sheet from the [CAP Manual – Print Pack](#) on [YouthOntario.net](#) to help assess your own performance.

STEP EIGHT: Keep Track of Everything!

The most important part of running a successful training program is to be organized. It is crucial to keep accurate records for all of your students. Keep appointments for each student together and then record these appointments in your daily agenda. By cross-referencing everything, you will be less likely to forget about any appointments or to show up at the wrong time. Jot down what the student learned during each session. You might even want to staple any lesson plans you have used with the student to the back of their student record sheet.

Don't have any student forms? [Download the CAP Manual – Print Pack](#) from [YouthOntario.net](#) today!

STEP NINE: Perform Your Other CAP Duties

While you're offering training sessions, there are other duties you may need to perform as a CAP Youth Worker. These can include maintaining or designing a CAP Centre website, troubleshooting and maintaining the computers in the CAP Centre, etc. Check with your administrator to find out what he or she would like you to be working on in the CAP Centre (if you had a training and/or orientation session, you may already know what is expected of you).

STEP TEN: Don't Neglect Your Industry Canada CAP Responsibilities

In addition to the CAP responsibilities you perform for your Site Administrator, you also need to follow the guidance of the CAP – Youth Initiative program for Industry Canada via the Ontario Library Association and your regional coordinator.

Industry Canada has developed a job description and various youth responsibilities it would like all Youth Workers to adhere to. It has specific suggestions for how to run a CAP Site, and training

priorities it would like you to focus on. Specifically, Industry Canada would like Youth Workers to offer CyberCamps and to inform the local community about the benefits of e-commerce.

Youth Workers need to submit monthly statistics and success stories so that Industry Canada can successfully monitor the program. The developers of YouthOntario.net have developed an extensive section in the website entitled: **On the Job**. You should take a few minutes to look through each of the pages within this section: [YouthOntario.net :: On The Job](#).

As mentioned, this section is quite extensive so be careful that you don't overwhelm yourself. If you are just starting out in the CAP-YI program, just focus on steps one through nine for now. Your regional coordinator will send out intermittent emails with any other information he or she requires. Just allow yourself to become familiar with your CAP Centre and the tasks your Site Administrator has set out before you.

To put this in an easy five-step process, read the next section on the following page...

The Least You Need to Know!

Having trouble digesting all of the information in this Handbook? Follow this five-step process for running a successful and well-organized training program:

1. Familiarize yourself with your place of employment as well as the CAP-YI program. Talk to your administrator and visit the [Program Details on the YouthOntario.net website](#).
2. Decide what types of training you would like to offer and begin developing course outlines, materials and lesson plans.
3. Advertise your program.
4. Sign up students and conduct your training sessions. Keep track of your students' training appointments and progress, and maintain accurate records.
5. Submit any reports, training materials and success stories that your Regional Coordinator asks you to submit.

That's it!! Have a great CAP session ... and don't forget to visit your regional website (ask your regional coordinator for the URL) or [YouthOntario.net](#)!

